



Phoenix Community Care Ltd Policy & Procedure

Managing Violence & Aggression

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Managing Violence and Aggression

Introduction

- This policy describes PCC 's approach to managing incidents of violence and aggression to its staff by service users, members of the public or other employees.
- The policy covers physical and non – physical assault and applies to all staff. The purpose of this policy is to prevent and respond to such incidents.

Physical assault – ‘The intentional application of force to the person of another, with out lawful justification, resulting in physical injury or personal discomfort’.

Non-physical assault – ‘The use of inappropriate words or behaviour causing distress and / or constituting harassment’.

For the purpose of this policy the term ‘violent incident’ is used to refer to both physical and non-physical assault and the threat of such assaults.

PCC has a general duty under the health and safety at work act [1974] and the management of health and safety at work [MHSW] regulations [1999] ‘to assure as far as is reasonably practicable, the health, safety and welfare of PCC employees, and to take steps to avoid or control risk where necessary’

PCC board of directors is responsible for:-

- Ensuring that all staff are fully aware of and act in accordance with this policy.
- Ensuring that risk assessments are carried out for all staff and areas of work as a minimum annually, or when there are changes to working.
- Taking appropriate action, with the risk assessment, to reduce the risk of violence or aggression.
- Providing staff with any support they require following an actual or potential violent incident.
- Ensuring violent incidents are fully investigated.

All managers are responsible for:-

- Supporting staff to report all violent incidents.
- Providing staff with any support they require following an actual or potential incident.

- Taking action to protect individual staff whilst ensuring that the support needs of the service user are met.
- Contributing to the investigation and response to violent incidents.

All staff are responsible for:-

- Informing the line manager of any service user, or situation that is or could be a threat to their safety or well being.
- Co-operating with their directors, manager when violent incidents are being investigated.

Preventing violence and aggression

PCC will use all appropriate opportunities to inform the service users and the public about its policy regarding violence and aggression. Staff will be made aware of it at induction and through staff meetings and training sessions on this policy

Risk assessment

The risk assessment of violence and aggression towards PCC staff can result in:-

- Providing support to people who may use violence to express themselves and who are angry and resentful.
- Providing support to people who are clinically more liable to violence or may be under the influence of illegal substances or alcohol.
- Providing help and advise to friends and families of service users who may be distressed or anxious.
- Working in isolation away from other colleagues and other members of the public or in service users accommodation.
- Working in community areas where there is known to be a higher rate of violence and crime.

Also in the following scenarios- in the community, in a service users, accommodation, by telephone, by letter.

In order to minimise these risks, risk assessments should be undertaken at least annually in all services. The responsibility for the risk assessment lies with the directors of PCC

Dealing with aggression

If you find yourself in an aggressive situation, what can you do?

- Try to stay calm if someone is starting to get angry. Your body language, voice and response can help defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.
- Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.
- Do not be aggressive back – this is how anger can escalate into violence.
- Are you the best person to deal with this situation? Going to get someone else is often helpful particularly if they can solve a problem that you can't.
- Get on the same level as the aggressor. If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.
- Keep your balance and keep your distance.
- Do not touch some one who is angry.
- Don't let your escape route be blocked.
- Keep yourself between an escape route and an aggressor so you can still get away.
- If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.
- If you cannot get away, then scream or use the panic alarm, make a lot of noise.

Lone working For more information read PCC policy & procedure Lone working.

Consider the following

- Is the person[s] known to you?
- Is there a history of violence and aggression or a clinical condition that may be a pre-disposing factor to violence?

- Is there known substance abuse?
- Do you have a full history that enables you to assess the risk?
- Could the purpose of the visit cause anger or distress?
- Is the area isolated, have badly lit parking areas or stairwells?
- Is the area known to have high levels of street crime?
- Usually only visit during normal working hours where possible.
- Provide information about your planned visit including the order of the visits and their estimated return time.
- When visiting out of hours make arrangements to inform your line manager of your safe return
- Report any changes to visiting plans.
- Any identified risk must be documented in the service users folder by the member of staff and reported to the line manager.
- The member of staff and the manager must agree the steps to be taken to reduce the risk to any member of staff likely to visit the service user and record this in the service users folder.

Action to be taken if a violent incident occurs

Immediate safety

No member of staff should tolerate any level of physical or non-physical abuse.

Staff should leave situations where they may or are assaulted, threatened or intimidated. This may include:-

- Discontinuing phone calls
- Terminating appointments with service users
- Leaving visits to service users
- Leaving the neighbourhood
- Summon emergency services or police if necessary

Reporting

- All violent incidents [of both physical and non-physical] must be reported.
- Incidents should be reported using the procedure set out in PCC's accident and incident reporting policy.

- Serious violent incidents [including all involving physical assault] must be reported immediately to the service manager.
- Reports should be made using the accident and incident form.
- All incidents of physical assault should be reported to the police.
- All staff and managers should maintain a record of actions taken which must be documented in the service users record, if applicable as well on the incident form.

Investigations

Violent incidents will be investigated using the PCC policy 'conducting an investigation', in co-operation with the police if necessary.

Maintaining services to the service user

If the perpetrator of a violent incident is a service user requiring further input and support from PCC staff, arrangements must be made by the responsible director to endeavour to provide this with out any further risk to staff. This action will include: _

- Informing the service user of PCC's policy regarding violence and aggression to staff
- Ensuring that all PCC staff, who may come in contact with the perpetrator of the a violence incident are made aware of the possibility of further violence and of the steps being taken to prevent this;
- Making arrangements for home visits so staff are protected, this may include visits being done in pairs.

Monitoring and review

PCC is responsible for monitoring and reviewing the implementation of this policy and for receiving reports of all violent incidents and the response made to them. An annual report on the implementation of this policy and on violent incidents will be considered by the board of directors.